ibml

Conquer Document Chaos with a Digital Mailroom Solution

using ibml Cloud Capture

Imagine a fully digitized mailroom. One that tackles traditional mailroom duties—such as physical mail and fax machines— along with digitized duties like online forms and emails, too. A place where any and all information that enters your business can come together into a singular process. With this shift, mailroom employees can shed their tedious, repetitive motions, do away with mailcarts, and instead focus on higher-value tasks, such as customer service.

This can become a reality with ibml Cloud Capture (ICC).

A first of its kind, ICC is a cloud-native software platform that combines document capture, processing and content services to deliver powerhouse do-it-all capabilities.

Whether information enters your organization through scanning, emails, faxes, PDFs, Microsoft Word documents, web forms, or more, ICC extracts it all the same to get each to the right place, at the right time.

Read on to discover how ICC solves your most critical mailroom challenges.

Combine Information from Any Source

Challenge

Data chaos is getting worse. While email and other online delivery methods were supposed to simplify your mailroom's job, they've, in fact, only made it more complicated. Now you must balance physical mail and faxes with more unstructured digital documents, such as PDFs, web forms and emails, too.
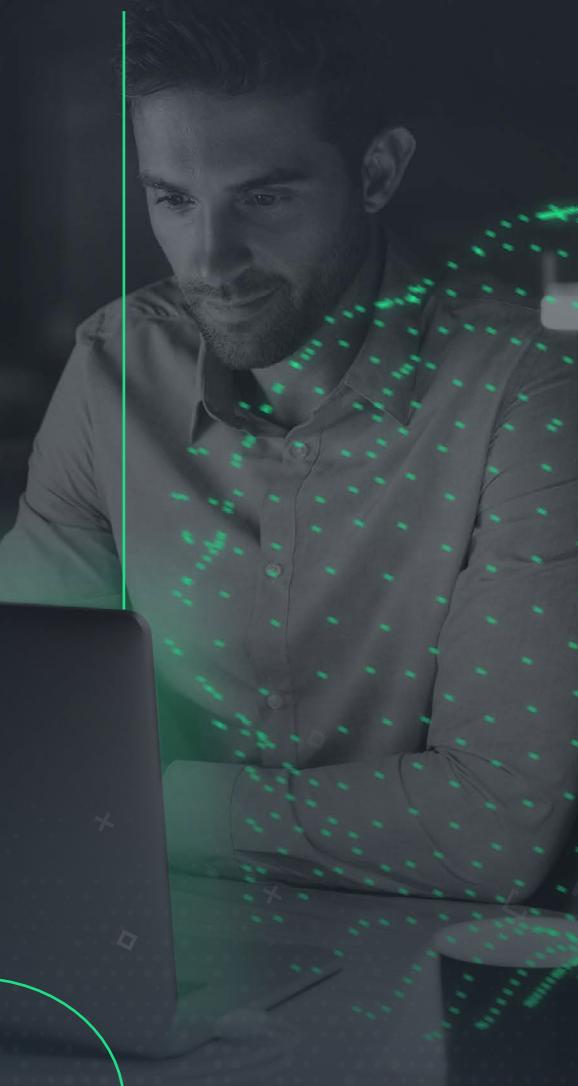
46%

of surveyed businesses don't have a strategy to address unstructured data[1]

Solution

Paired with intelligent ibml scanners, ICC emerges as a powerhouse of information extraction. Your digital mailroom aggregates documents as soon they enter your business, and routes them through the extraction process. Machine learning automatically identifies and classifies the type of content, recognizes and extracts key information, and validates information against existing databases or business systems, when available.

Superior capture and automation increase the number of document types that can flow through this process, reducing the amount of manual labor required to get them there.

1. SSON. (2021). How to Become Truly Digitalized Through Intelligent Document Processing.

Enhance Efficiency to Accelerate Information Delivery

Challenge

Your document management system is slow and inefficient. From physical mail distribution to hand-sorted documents to individually categorized emails, it relies on human intervention, classification, and costly manual labor. Inefficient processes have a massive downstream effect, slowing the flow of information and, ultimately, the rate of turnaround.

Solution

ICC is your digital assistant. It evaluates, categorizes, and distributes documents to the right people in the right offices. Using robotic process automation (RPA), you can create custom bots that perform repetitive tasks and streamline information delivery.

With fewer human errors, employees spend less time correcting information. Plus, machine learning creates fewer exceptions, meaning there's less need for human intervention overall.

61%

of organizations say they're still addressing how to become data-ready

17%

have taken NO steps toward addressing it[1]

1. SSON. (2021). How to Become Truly Digitalized Through Intelligent Document Processing.

Deliver Data Visibility to Your Remote Workforce

Challenge

Your remote team lacks the same access to information that they had while in the office. While you're attempting a seamless transition to a work-from-home workforce, missing or delayed information is hindering their day-to-day processes.

Paper documents are incompatible with remote work. Physical mail paired with slow information capture means important data becomes locked away. This leaves staff without the mission-critical documents they need to make decisions, serve customers and do their jobs.

Solution

Put information at your staff's fingertips in a flash. ICC rapidly extracts data from all document types, including semi-structured and unstructured data. Smart AI automatically classifies and extracts data, learning as it goes to reduce errors. Therefore, only high-quality data now enters your business's ecosystem.

Information is securely centralized on a cloud-native platform. RPA technology can easily connect and distribute data to business systems and content services solutions, such as Microsoft SharePoint, Microsoft Azure, or any existing enterprise content management system. This makes information easy to find and share from a single platform, ensuring fast access, no matter where your team works.

Meet Regulatory and Compliance Demands

Challenge

With data security at the forefront of concerns for leaders across the world, regulatory and compliance demands have become a moving target. You struggle to find a solution to organize information successfully without putting data at risk and costing your business expensive fines.

Solution

ICC's ability to centralize and organize documents through your digital mailroom promises greater control of information the minute it enters your organization. The chain of custody for PII and PHI is secured through authorized access and verified through an auditable trail of user touchpoints. Even your physical mail's chain of custody is better controlled in a centralized capture facility when you use the ibml FUSiON capture system.

Since ICC is a cloud-native solution, you also get automatic, continuous updates to safeguard information and meet regulatory and compliance mandates. Additionally, ICC's content repository is always in your on-premise or private cloud infrastructure, thus giving you full control of your information.

Take Your Mailroom from Analog to Digital

Transform your document management process and digitize your mailroom with ibml Cloud Capture. The answer to your challenges, ICC powers information extraction and distribution from all types of documents, digital or paper. Your result? One process, one platform, one solution and a whole lot less chaos and confusion.

80% of the world's largest mailrooms today rely on ibml for their mission-critical capture. So, what's stopping you? Partner with ibml to speed ahead today.

Get started >

ibml

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